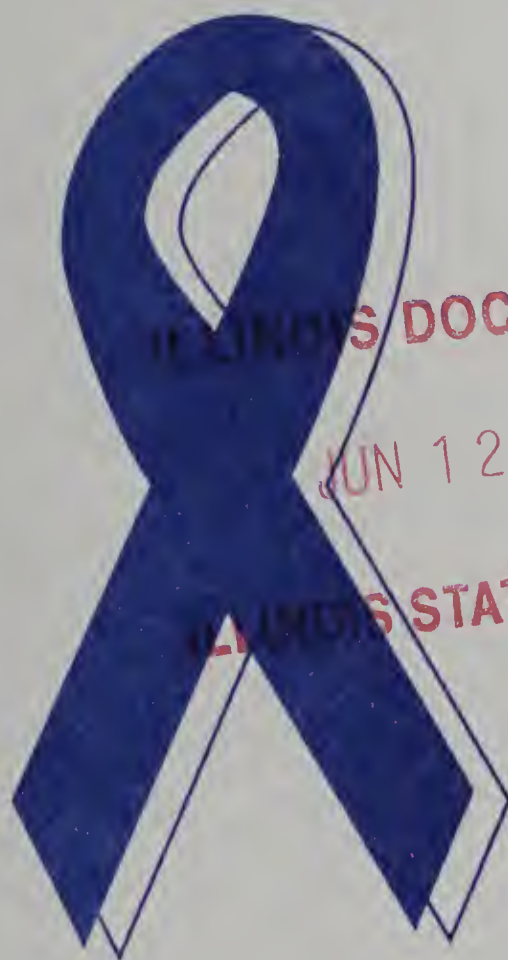


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on quality care



A Brochure for Facility Staff



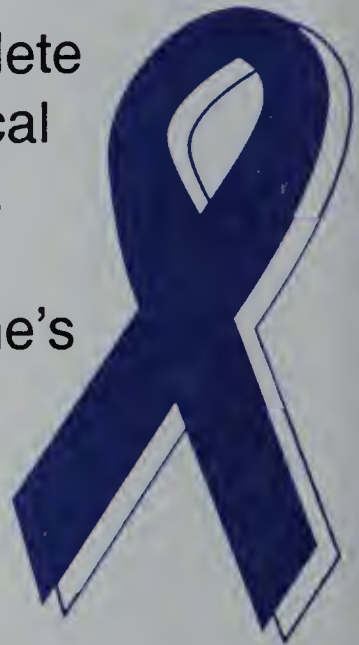
ILLINOIS  
**Department**  
on **Aging**

George H. Ryan  
Governor

Margo E. Schreiber  
Director

# Re

- Right to choice and freedom to the maximum extent possible.
- Right to safety and good care to maintain health at the highest practical level of functioning and well being possible.
- Right to clear and complete information about medical condition and treatment.
- Right to participate in one's own care by attending one's care planning conferences.
- Right to refuse treatment.
- Right to be free from chemical and/or physical restraints.
- Right to be free of neglect and abuse by anyone, including verbal and mental abuse.
- Right to privacy.
- Right to organize a resident and/or family council.



# Residents' Rights

- Right to have, or to refuse to have, visits by family and friends.
- Right to manage one's money.
- Right to keep and use one's personal property. If a resident's property is missing, the nursing home must try to find it.
- Right to information about paying for one's own care and getting Medicare and Medicaid.
- Right to stay in a facility and to appeal proposals to transfer or discharge a resident.
- Right to vote as a citizen of Illinois and the United States for the candidate of one's choice.
- Right to freedom of religion.
- Right to complain and present grievances to one's facility and to get a prompt response without fear or reprisal, coercion or interference.

- Right to ask the Ombudsman Program for help in all areas.
- Right to present grievances to outside organizations and advocates, including the following agencies:

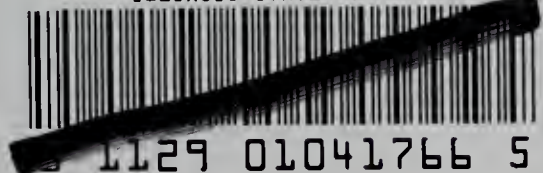
## ILLINOIS DEPARTMENT ON AGING

provides information about services for seniors in Illinois and how to contact your local Long Term Care Ombudsman. Contact the **Senior HelpLine** at **1-800-252-8966** (Voice & TTY), [ilsenior@aging.state.il.us](mailto:ilsenior@aging.state.il.us), or link to [www.state.il.us/aging/](http://www.state.il.us/aging/).

## ILLINOIS DEPARTMENT OF PUBLIC HEALTH

is legally responsible for investigating complaints. For more information, call the **Nursing Home Hotline** at **1-800-252-4343** or link to [www.idph.state.il.us/](http://www.idph.state.il.us/).

ILLINOIS STATE LIBRARY





## Information for nursing home staff

The Long-Term Care Ombudsman Program offers:

- **Advice and information** about care and residents' rights;
- **Action on concerns** about the care of residents;
- Information about the **Abused and Neglected Long-Term Care Facility Residents and Reporting Act**, in which anyone who has cause to suspect a resident has been abused or neglected must make a report to the Department of Public Health;
- Information and training on various topics, including **best nursing home practices, such as the Pioneer Practices**. Pioneer Practices are models of care that **transform the whole nursing home atmosphere** — the physical environment, staff routines, authority structure, and resident care. At the heart of Pioneer Practices is a **new mindset** to think beyond the traditional routines ("the way it's always been done") and creatively meet all residents' individual needs.

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Ombudsmen address concerns, questions or complaints from anyone in a **CONFIDENTIAL** manner. Ombudsmen never disclose anyone's name unless given permission.

Illinois Department on Aging's



## Long Term Care Ombudsman Program

*recognizes and  
applauds the many  
facility staff  
who truly care  
for residents.*

UNIVERSITY OF ILLINOIS-URBANA



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The name and number of your local Long Term Care Ombudsman is available at **[www.state.il.us/aging](http://www.state.il.us/aging)**

or by calling the toll-free

**Senior HelpLine:**

**1-800-252-8966**

(Voice & TTY)



421 East Capitol Ave., #100  
Springfield, Illinois 62701-1789  
FAX: 217-785-4477  
[www.state.il.us/aging](http://www.state.il.us/aging)

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in compliance with appropriate State and Federal statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966 (voice and TTY).

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